



# County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

**PLACE:** George Mason Regional Library  
7001 Little River Turnpike  
Annandale, VA 22003  
(703) 256-3800

**TIME:** 7:00 P.M.

**DATE:** June 11, 2014

## AGENDA

**SPECIAL PRESENTATION:** Ms. Bridget C. Ryan, seeking a MLS degree at Catholic University, recipient of the Edwin S. Clay, III, MLS Scholarship Award. Presented by Duwain Ketch, Chair, Fairfax Library Foundation Scholarship Committee

### I. PUBLIC COMMENT

1. Jennifer McCullough, President, Fairfax County Public Library Employees' Association
2. Christine Jones, Branch Manager, Centreville Regional Library
3. Rebecca Wolff, Information Services Librarian, Centreville Regional Library
4. Charles Keener, Information Services Assistant, Tysons-Pimmit Regional Library
5. John Hanley
6. Dennis Hays
7. Vladimir Shutov, Librarian I, Tysons-Pimmit Regional Library
8. Tresa Schlecht

### II. MINUTES – May 2014

### III. FY2015 ELECTION OF OFFICERS

### IV. CHAIR'S REPORT

- A. BOT Committee Assignments – Michael Donovan appointed to the Budget Committee; Priscille Dando appointed to the Planning Committee and the Ad Hoc Communication and Evaluation Subcommittee

### V. COMMITTEE REPORTS

- A. Library Foundation
- B. Ad Hoc Communication and Evaluation Committee – Karrie Delaney - public meeting June 3, 2014, 7pm at Oakton Library (Attachment 1)
- C. Ad Hoc Floating and Discards Committee – Liz Clements – public meeting June 4, 2014, 2pm at George Mason Regional Library
- D. Personnel Committee – Peggy Koplitz – public meeting May 27, 2014, 7pm, Kings Park Library

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12000 Government Center Pkwy. • Suite 324  
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703-324-3100 TTY: 703-324-8365 FAX: 703-222-3193  
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## **VI. DIRECTOR'S REPORT**

### **A. Financial Issues**

1. FY 2014 Budget Status
2. FY 2015 Budget Status
3. Ongoing Book Sales: Change in Division Rate

### **B. Capital Issues**

1. Woodrow Wilson Library Update
2. Reston Regional Library and John Marshall Library Update
3. Pohick Regional Library: Temporary Library
4. Tysons Library Proffer (Attachment 2)
5. Facilities Update – May 2014 (Attachment 3)

### **C. Personnel Issues**

1. Status of Branch Vacancies – Merit (Attachment 4)
2. County of Fairfax Evaluation Process

### **D. Branch Manager's Report on Empty Shelving (Attachment 5)**

### **E. Mount Vernon At Home (Attachment 6)**

### **F. City of Fairfax Regional Library Music Collection (Attachment 7)**

### **G. Little Free Library Idea for Mayor Seaman Memorial (Attachment 8)**

### **H. Providing Library Space to Community-Based Organizations Who Provide Services to Fairfax County 50+ Population (Attachment 9)**

### **I. Community Survey for FCPS Strategic Plan (Attachment 10)**

### **J. Comprise Update**

### **K. Holds Label**

### **L. Self-Check - Replacement**

## **VII. CONSIDERATION ITEMS - None**

## **VIII. ACTION ITEMS**

### **A. Code of Conduct for Fairfax County Public Library (Attachment 11)**

## **IX. INFORMATION ITEMS**

### **A. 2014 Peep Diorama Contest (Attachment 12)**

### **B. Incident Report – May 2014 (Attachment 13)**

## **X. ROUNDTABLE**

## Public Survey and Comment/Outreach Efforts A Proposal for Board Consideration

### Scope

A community survey with corresponding outreach efforts takes a huge amount of effort from many people. A compressed timeframe may make the process more creative. It is vital to bring staff from throughout the organization into the conversation and that takes time. Initial direction from the Library Board endorsed the development and implementation of a user survey that captures information from a wide range of stakeholders.

Two main categories that these diverse stakeholders fall in include:

- Group 1 – Current Library Users

A current library user might be defined as any survey respondent who has a library card, OR has visited a library within the past twelve months, OR has used a library website (such as the online catalog) within the past twelve months. The goal is to implement a comprehensive analysis of this group to study customer satisfaction, understand how they currently use the library, what they appreciate most about the current system, and what would enhance their library experience.

- Group 2 – Non-Library Users

A non-library user might be defined as any survey respondent who does not meet the criteria of a current library user as outlined above. FCPL's own research confirms national data that indicates most non-library users make this choice as part of their lifestyle (don't have time to visit a library, prefer to buy their books, etc.). Input from these respondents would be examined according to those who value libraries as important assets to the community but who do not personally use the library themselves, similar to the recent March 2014 PEW Research Center study *From Distant Admirers to Library Lovers – and Beyond*. The Library Board is interested in a comprehensive analysis of this group to better understand the disconnect between their sense of libraries having community but not personal value, and provide insight into how this group may be converted or brought back to be library users.

The survey team will endeavor to design and implement a survey that will reach as many stakeholder groups as possible, including students, seniors, caregivers, etc. It will then be the task of the focus groups to concentrate on the more detailed needs and interests of individual stakeholder groups. Survey results will provide insight into how different stakeholders currently use (or don't use) the library and will allow for a more structured approach to focus group discussions.

### **Survey Methodology Options**

There are essentially three options for conducting the proposed Community Survey. The Library Board of Trustees needs to decide which of the following courses of action they would like to take or present additional alternatives. The following information and recommendations are offered by the library's Office of Strategic Planning and Customer Research for consideration by the Library Board of Trustees' Survey and Outreach Subcommittee:

#### **Option 1**

Fairfax County Public Library hires a consultant to perform all the necessary tasks pursuant to conducting a community survey. The consultant would also manage and facilitate a series of community focus groups following the survey. Survey results can then be used to further refine specific stakeholder groups that need to be consulted further. This is the most expensive and time consuming option. Seattle PL took this approach for their 2010 Community Survey that was conducted as part of their larger strategic planning process.

Initial investigation indicates that the county may already have a contract in place with a consultant for these services. However, if further investigation shows this not to be the case, or the consultant cannot perform the work, the library would need to follow the county's procurement process which can be lengthy (write RFP, contract out for bid, pre-proposal conference, selection advisory committee (SAC), contract award, getting the consultant up to speed, the consultant's processes).

#### **Option 2**

Fairfax County Public Library takes on the responsibility of performing all the tasks associated with designing and conducting the survey while hiring an outside consultant to facilitate the focus groups similar to what was done in fall 2013 when The Perspectives Group was brought in on short notice to facilitate public comment sessions on the library's redirection efforts. This option is likely to be the most timely to implement.

Hennepin County Library took a similar approach to this option, hiring a consultant to conduct a series of four focus groups and then surveying those focus groups. The library then used this information to create their strategic plan; much as FCPL did in 2011-2012 when we used a combination of three separate surveys (in-branch, website, staff) as well as community discussions billed as Conversation with the Director to create our strategic plan.

#### **Option 3**

Fairfax County Public Library performs all associated functions and tasks for the community survey as well as conducts the focus group discussions. This option would be the most difficult to implement due to the volume of work to perform with a limited amount of staff.

Across the Country:

- Charlotte-Mecklenburg Library  
Conducted a fairly robust community and staff outreach effort using a combination of phone and online survey methods as well as community focus groups and staff forums.

- King County Library  
Recent outreach efforts involved their Library2Go! Initiative, focusing on a wide range of library services for those who are unable to visit their library buildings including: Library2Go! Vans and Mobile Learning Labs for the community; ABC Express and KidReach for children; Traveling Library for seniors; Words on Wheels for disabled residents; Techlab offering computer education classes; and Youth Services for incarcerated youth at youth services center.
- Denver PL  
Has not conducted a broad community survey or used focus groups for the past several years, they do conduct a regular customer satisfaction survey without the use of a consultant.

Locally:

- Arlington PL  
Survey efforts in 2011 and 2009 asked respondents to rate what library materials, services and programs were Essential, Nice but not essential, or Not the library's role to provide. FCPL conducted a similar survey of Customer Advisors in FY2010.
- Montgomery County PL  
Recently completed a customer satisfaction survey.
- Alexandria Library  
Recently completed a customer satisfaction survey.
- Loudoun County PL  
Recently completed a short customer satisfaction survey.
- Prince William County PL  
Recently completed an impact survey on how the public access to the Internet improves the quality of life in the community. Typically PWPL surveys their public as part of the overall County biannual citizen satisfaction survey (also known as their Service Efforts and Accomplishments (SEA) Report), conducted in 2012 where only two library questions were asked.

Since conducting a community survey is a major effort and can be expensive, few libraries typically conduct one on the scale being considered by FCPL. Consequently what we have found is smaller efforts by libraries looking at specific aspects of their service, satisfaction, or shorter more focused user/community survey and focus group efforts.

### **Recommendation**

Option 2 - Given the three options outlined above, it is recommended that Option 2 be selected. This option offers the timeliest method of implementing the proposed community survey and performing the additional community outreach through the use of focus groups.

### **The Survey Process**

The survey itself will likely take three months primarily due to the planning, creation, coding, and testing process. The survey should be made available for a minimum of three weeks but could be available indefinitely while outreach activities (focus groups) move forward.

### Creating the instrument

- Provide samples survey questions

Sample survey questions from FCPL and other jurisdictions will be provided to the subcommittee as well as the survey team for review and information. These sample questions will be provided in clusters, demographic, technology, satisfaction, usage, future direction, etc. These samples will assist the subcommittee in thinking about exactly what it is the Library Board wants to learn from the community. Once the survey team understands what it is the Library Board wants to know, it can craft a questionnaire designed to gather that information.

- Form the Survey Team

This team would consist of branch staff from many different levels of the organization. It might include a Page or Page Supervisor, Circ staff, Info staff, Children's staff, Branch Managers and/or Assistant Branch Managers, Admin staff, Support Services Staff, at least one Library Board member, Library Foundation Director and at least one member of the Library Foundation Board. The actual number of team members and the particular positions they represent as well as any specific individuals could be determined by Library Administration in consultation with the Library Board. The team would meet for a full day to determine the survey questions and possibly a second full day to tweak a draft questionnaire and discuss implementation.

Fairfax County primarily uses two ways to conduct public surveys online:

1. SurveyMonkey (administered by County OPA) is used for surveys that do NOT collect personal information.
2. SNAP (administered by County DIT) is used for surveys that need to collect personal information

\* Personal information is defined as an identifiable name, email address, mailing address and/or phone number.

FCPL has used two other methods in the past for conducting surveys. We have had our own Web Developers code online surveys and we have used an older county supported product called ThinkTank. For this effort, either SurveyMonkey or SNAP will likely be used.

- How the Questionnaire Works

The survey will be a multi section questionnaire that should take respondents approximately 10min to complete if possible. Typically an online survey can have more questions than a hardcopy form as it is a simple matter of a pointing and clicking rather than physically writing. However, while there can be some differences between the online and hardcopy versions (for example, in-branch hardcopy forms are being completed by library users and therefore it is not necessary to include non-user questions that don't apply) each will ask the same questions. The survey would begin with a series of steering questions designed to identify respondents as either a current library user or a non-library user. Then, using step logic, the respondent is guided through the questionnaire ensuring that those identified as library users answer certain questions intended for the library user, that respondents identified as non-library users answer certain questions intended for a non-library user, and that all respondents answer certain questions such as the demographic questions and any question concerning value and importance of the library to the community. The survey will be conducted primarily online though hardcopy questionnaires will be available in all library branches and in other ways to be determined by the survey team. The county has contracts with several vendors to provide translation services. The questionnaire can be provided in languages other than English as determined by the survey team.

- Testing

Both the online and hardcopy questionnaires will be tested to ensure the questions are working as intended. Testing can be done by staff and volunteers as well as selected patrons.

## Implementation

- Online

Available via the library's website, the County's website (if possible), and the library's catalog (seems possible). An electronic link to the survey could be emailed to all registered borrowers who have an email address on file, as well as our list of Customer Advisors, the FCPS email list (being worked out now), as well as the Parks email list (being worked out now). In library branches staff and/or volunteers can direct patrons to a computer or laptop to complete the survey.

- Direct Distribution

It may be possible to use volunteers or maybe even hire 'seasonal' staff to frequent high traffic areas in the community (Tysons Corner office buildings, NOVA campuses, GMU campus, shopping malls, senior centers, assisted living facilities, etc.) and have them distribute cards with a link to the online survey. This reaches both users and nonusers. Perhaps it would also be possible to include a half-page sheet in a mailing from Tax Administration (depending on their schedule) that includes a link to the survey. Perhaps it would be possible to have our Early Literacy Group distribute either the cards with the survey link or hardcopy forms during their visits. Perhaps it would be possible to distribute either the cards with the survey link or hardcopy forms at deposit collection sites.

- Hardcopy

Available in branches for those who prefer not to take the survey online. Staff/volunteers could direct patrons to a computer or laptop to take the survey and then offer the hardcopy version when necessary as well as have them available throughout the branch. Ideally we want to keep the number of hardcopy responses to a minimum due to the amount of staff time and effort needed to solicit responses and process the forms. However, this method ensures we are providing a means for those not inclined to take the survey online or where access to a computer may be limited.

- Issue - How do we limit the survey to one response p/person or do we even want to try? Often it is possible with an online survey to prevent the same computer from accessing a survey multiple times. The system recognizes the IPAddress and only accepts one response from that computer.

Problem – this limits a household to one response where there may be multiple individuals genuinely interested in providing their input (say a family).

Problem – the library has a hardcore group of 'supporters' who are more than happy to provide input to the survey and will do so more than once, skewing the data in favor of their particular interests, biases, age group, etc. There may well be a push to 'vote early and vote often' as we saw during the fall listening sessions.

Problem – as with hardcore library “supporters”, some FCPL staff will see this as an opportunity to impact the future of the library whether they are residents of Fairfax County or not. Some staff will see no conflict in providing their input more than once and their particular biases and opinions may stem from being an employee rather than a resident or user. They will also experience the push to ‘vote early and vote often’, thus skewing the data.

Problem – limiting responses by IPAddress may possibly prevent our own public workstations as well as those in community and senior centers from allowing multiple individuals from taking the survey.

### **Marketing**

- It will be up to FCPLs Marketing Department devise the marketing strategy for the survey and outreach efforts. However, initial thoughts:
- FCPL Website – Feature the survey prominently on the library’s website so that it is noticeable and possibly even forcing those accessing the site to opt out of taking the survey by Xing out the window.
- FCPL Catalog – There may be a mechanism whereby the survey can marketed on the catalog site, thus catching any user who has bookmarked the catalog and is bypassing the library homepage.
- County Website – If possible, have the survey prominently featured on the County’s homepage.
- Preliminary email to registered borrowers – Since we are planning to email the survey link to our registered borrowers, providing them a ‘heads up’ notification several days in advance may be desirable.
- Channel 16 – It may be possible to have the survey mentioned on the County’s cable channel.
- Ads on Connector buses or bus stop shelters reach a vast audience and if nothing else, put the library in the public eye.
- Signage in branches – Posters, signs on the front door and throughout the branch will help make customers aware of the survey and its importance to the future of the library. Many branches have an electronic crawler or a TV message that could be used to advertise the survey.
- Local radio spots – With the negative publicity the library received last fall, perhaps it is desirable to have information spots available on local radio with a positive spin on the survey.

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- Local television spots – With the negative publicity the library received last fall, perhaps it is desirable to have information spots available on local radio with a positive spin on the survey.

Incentives – We are asking our users and residents to do us a huge favor by taking the time to complete the survey (and participate in focus groups). By offering some kind of incentive such as gift cards or the opportunity to win gift cards or even a tablet computer would be a big plus.

### **Focus Groups**

This is where I recommend the use of a consultant. Pending further investigation the county may already have a contract for these kinds of services which would mean we would not have to go through the procurement process. This past fall the library hired The Perspectives Group to assist with the ‘public’ information meetings relative to the now abandoned Beta Plan. Perhaps it would be possible to use them again for this effort and since we used them so recently, maybe the procurement process can be avoided in this manner.

A consultant would handle such tasks as:

- Schedule venues
- Facilitate meetings of stakeholder groups
- Record notes and process the information collected
- Prepare summary reports for each group
- Report results from each group

The subcommittee would need to determine if they want the focus groups to be conducted in tandem with or following the survey. It could be done both ways. The subcommittee has already identified some stakeholder groups. The most obvious ones (seniors, preschool moms, etc.) can be conducted while the survey is going on. The more challenging groups can be held after initial results of the survey are available so that they can be used to focus these group discussions. Comparison of the survey results with information gathered from focus groups can be done by FCPL staff.

Below is a list of stakeholders and potential groups or populations that the library should make concerted efforts to reach. Through our own experiences over the years in trying to get input from some of these groups, the Library Board should be prepared to see that while we can make the effort, participation may not be nearly what we would like it to be.

- Library Users
- Non-Library Users
- Teens
- Students
  - High school
  - College
  - Continuing Ed
  - Homeschoolers
- Seniors

- Caregivers
- Business community
- Teachers
- Parents of school age kids
- Preschool Parents
- Ethnic Populations
  - Hispanic
  - Asian
- Other stakeholders as determined by the Library Board

### Survey Analysis

- Process Survey Responses  
This can be very time consuming depending on the volume of responses and the number of open ended questions asked. Keeping the number of hardcopy responses to a minimum will greatly reduce the amount of time needed to process survey responses.
- Scrub Survey Data  
This will be done on a regular basis as completed forms are received and data is generated. Scrubbing the data ensures spelling is correct, abbreviations are consistent and the data in a uniform state for analysis.

The library's office of Strategic Planning and Customer Research Services has been designing, implementing, processing and scrubbing survey data for years. Both processing of hardcopy responses and data scrubbing can be done as the survey is in progress thus ensuring that when the survey period ends, processing and scrubbing is near completion as well. Processing and scrubbing survey data is second nature to this office. We have processes that have been refined over many years that will save time and ensure accuracy.

### - Analyze Results

The library's office of Strategic Planning and Customer Research Services has been analyzing survey data for years. Our office uses SPSS, a statistical software package specifically designed for this kind of project. Results should be widely disseminated but in a controlled manner. For example, the Survey Team, Survey and Communication Subcommittee members, Library Board, Branch Managers, etc., etc., should all be briefed on the findings. Let's find out what surprises them. What thoughts do they have for addressing information that comes out of the results? Where do they think we should go from here? What additional analysis do they want to see?

The list of stakeholders could be very long but the number of people in each group shrinks as we slice and dice. This can create interesting statistical issues where the **number** of responses from a particular group might be very small compared to the total, yet their answers to a particular question may be an overwhelmingly large **percentage**.

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- Which groups/populations are of particular interest to the library?  
Specific analysis can be performed on any unique group or population by designating them as variables. Similarly, the way that specific questions have been answered lead to further analysis of groups who hold similar opinions based on their answers rather than any ethnic or age variable (though such identifiers as race and age can also be used for analysis). The steering questions help further refine unique populations as do other questions throughout the survey. Those who value libraries as important assets to the community but who do not personally use the library themselves is recognized as a key group of respondents and their survey responses will be analyzed according to that unique group.
- Additional analysis  
As long as the library has the raw survey data, the potential for additional analysis is limitless. However, the following information from county OPA regarding the use of SurveyMonkey requires further investigation:
  3. OPA can give read-only access to select staff so you can view results while the survey is ongoing.
  4. When the survey is complete, OPA will provide you with a PDF of all results.

The library has used a number of survey software packages in the past. However, we need to ensure that whatever survey package we choose, that it allows the library access to the raw data and not simply the analysis provided by the software. Inquiries are being made of county OPA to determine the best product given our needs.

### **Summary Report**

While the library's office of Strategic Planning and Customer Research Services can certainly write the summary report in consultation with the Survey Team and present the findings to the Library Board, etc., discussion of the results and recommendations for moving the library forward should be a collaborative process. Results should be posted online as well as available in library branches. Reporting of results could include summary flyers, brochures or posters for display in library branches.

### **Taking Action**

The survey results give us the information, now what are we going to do with it? Once we all know what it is that our community is looking for from the library, we can begin the next phase of the strategic planning process which is deciding how to give the community what it has told us it wants from the library. Balanced against prioritization of services, fiscal constraints, technological limitations, staffing challenges, etc., we can begin to map out how we address the issues raised by the survey results and focus groups and attempt to map them to a shared mission and vision of the future. At that point a revised strategic plan can be written.



## Attachment 2

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**From:** Marsh, William  
**Sent:** Thursday, April 24, 2014 10:50 AM  
**To:** Lepe, Teresa G.  
**Subject:** Solutions Plaza library proffer, RZ 2010-PR-022

Good morning, Teresa.

As you probably know, the old SAIC rezoning was submitted a couple weeks ago and revised proffer language is here  
X:\DPZ\Tysons-Core\CASES\Greensboro Park (Meridian) RZ 2010-PR-022\Proffers

I took a look at that and cdp and have a few comments to run by you:

61.C, language about County providing applicant a "reasonable" punch list – who defines reasonable here? I suggest striking reasonable. I concur striking reasonable. Additional concern is the underlined portion of 61.C below:  
The Applicant shall provide written notice to the County that Applicant considers the Library substantially complete, whereupon the County shall conduct an inspection of the Library and provide the Applicant a list of reasonable "punch list" items to be completed by the Applicant after occupancy by the County. Sometimes punch list items do not allow the facility to be used (occupied) for its intended use; therefore we would not want to suggest the developer address all punch list items after occupancy. The majority of our construction contracts require the contractor to address punch list items within 45 days of punch list issuance.

61.D(iii) delivery of lease with 200,000 square foot non-rup. I've gotten feedback from zoning permits counter that non-rups are difficult to track as proffer triggers. I suggest either the first non-rup or a time certain after "substantial completion" as discussed in 61.C. It was my understanding building E2 was one of the last buildings to be developed. It seems reasonable to me that the Library space be the first non-Rup issued for this building.

Also, the CDP architectural drawings for Building E.2 do not call out the library space. Not sure this is a showstopper, but I recommend that the space is specified in the CDP. Suggest changing Drawing A-2.05, Section G to be labeled as Library instead of Office (at Promenade Level) and Library instead of Commercial (adjacent to and just below Promenade Level).

Let me know what you think. Bob Katai in DPZ has scheduled the staffing for Wednesday May 7. Thanks,

William



## Attachment 3

### Facilities Update: May 2014

#### BC

- A parking lot light pole damaged by a snowplow during the winter was replaced on May 8.

#### CE

- The improvement project to make all restrooms in the facility, public and staff, ADA compliant was completed Friday, May 23.

#### CH

- A two-way arrow was painted on the parking lot replacing the one-way arrow that was near the drive in front of the branch.
- Work to repair crumbling sidewalk concrete was completed by an FMD contractor on Saturday, May 24.

#### FX

- The garage alarm boxes were removed at the request of Risk Management.

#### GM

- On Tuesday, May 20 the branch was evacuated prior to opening to the public due to the strong odor of sewer gas in the workroom. A staff member called FMD and 911. It was determined that the trap of a floor drain in the sprinkler room went dry. The drain was filled with water and the smell went away. The building opened to the public at 12 noon.

#### OK

- A county contractor began work on Monday, May 12 on a parking lot storm water management project.

#### WW

- The renovation remains on schedule.





## Attachment 4

### Status of Branch Vacancies - Merit 6/2/2014

Position	Job Class	Working Title	# Hours	Branch	Date Vacant	Status
5200823	Librarian IV	Branch Manager	40	RR	11/16/2013	Hired 3/24/14
52008309	Librarian IV	Branch Manager	40	GM	5/17/2014	Resumes received
52008340	Librarian I	Youth Services Librarian	40	TJ	7/26/2013	Hired 3/22/14
52008488	Librarian I	Youth Services Librarian	40	KN	11/1/2013	Hired 4/7/14
52008185	Librarian I	Youth Services Librarian	40	DM	12/27/2013	Hired 4/5/14
52008208	Librarian I	Youth Services Librarian	40	PH	3/22/2014	Hired 4/21/14
52008304	Library Information Assistant	Youth Services Assistant	20	BC	12/1/2012	Hired 5/5/14
52008189	Library Information Assistant	Youth Services Assistant	40	CH	4/6/2013	Hired 5/3/14
52008196	Library Information Assistant	Youth Services Assistant	20	PH	7/28/2012	Start date 6/28/14
52008394	Library Information Assistant	Youth Services Assistant	40	PO	3/22/2013	Hired 5/3/14
52008173	Library Information Assistant	Youth Services Assistant	20	OK	2/19/2013	Hired 5/17/14
52008588	Library Information Assistant	Youth Services Assistant	40	PO	3/8/2013	Hired 5/3/14
52008559	Library Information Assistant	Youth Services Assistant	40	GM	12/13/2013	Start date 6/14
52008212	Library Information Assistant	Youth Services Assistant	20	PH	12/7/2013	Hired 5/5
52008137	Library Information Assistant	Youth Services Assistant	20	HE	3/18/2014	Hired 5/19
52008515	Library Information Assistant	Youth Services Assistant	40	CE	4/18/2014	Hired 5/5
52008516	Library Information Assistant	Youth Services Assistant	20	DM	5/3/2014	Hired 6/2
52008374	Library Information Assistant	Youth Services Assistant	20	TJ	5/3/2014	Interviews completed
52008295	Library Assistant III	Circulation Manager	40	MW	4/5/2013	Start date 6/14/14

Position	Job Class	Working Title	#Hours	Branch	Date Vacant	Status
52008422	Library Assistant III	Circulation Manager	40	GF	5/31/2013	Start date 6/14/14
52008436	Library Assistant IV	Circulation Manager	40	PO	3/9/2013	Start date 6/14
52008153	Library Assistant IV	Circulation Manager	40	FX	1/10/2014	Start date 6/14
52008572	Librarian II	Assistant Branch Manager	40	OK	8/17/2013	Resumes received
52008406	Librarian III	Assistant Branch Manager	40	TY	6/13/2013	Interviews in progress
52008467	Librarian III	Assistant Branch Manager	40	CH	6/29/2013	Interviews in progress
52008325	Librarian III	Assistant Branch Manager	40	RR	3/8/2014	Interviews in progress
52008307	Librarian III	Assistant Branch Manager	40	GM	4/4/2014	Interviews in progress
52008624	Librarian I	Information Services Librarian	20	PH	1/10/2013	Resumes received
52008219	Librarian I	Information Services Librarian	20	RR	7/12/2013	Resumes received
52008312	Librarian I	Information Services Librarian	20	GM	8/9/2013	Resumes received
52008253	Librarian I	Information Services Librarian	20	SH	8/27/2013	Resumes received
52008405	Librarian I	Information Services Librarian	20	TY	10/6/2013	Resumes received
52008393	Librarian I	Information Services Librarian	20	GM	10/18/2013	Resumes received
52008308	Librarian I	Information Services Librarian	20	GM	11/22/2013	Resumes received
52008345	Library Assistant I	Sunday Circulation Manager	20	GM	4/19/2013	
52008349	Library Assistant I	Sunday Circulation Manager	20	RR	7/27/2013	
52008597	Library Assistant I	Sunday Circulation Manager	20	CE	9/18/2013	
52008473	Library Assistant I	Page Manager	40	GF	6/14/2014	
52008154	Library Assistant II	Page Manager	40	FX	5/3/2014	

Position	Job Class	Working title	# Hours	Branch	Date Vacant	Status
52008438	Library Assistant II	Page Manager	40	PO	6/14/2014	
52008325	Library Assistant II	Page Manager	40	GM	6/14/2014	
52008216	Librarian II	Sunday Manager	20	RR	3/23/2013	
52008361	Library Information Assistant	Information Services Assistant	20	RB	6/14/2013	
53000179	Library Information Assistant	Information Services Assistant	20	RB	8/9/2013	
53000108	Library Information Assistant	Information Services Assistant	20	KP	8/30/2013	
53000180	Library Information Assistant	Information Services Assistant	20	PH	3/22/2014	
52008159	Library Information Assistant	VA Room Assistant	40	FX	7/20/2013	
52008160	Library Assistant II	Assistant Circulation Manager	40	FX	6/14/2014	
52008229	Librarian I	Youth Services Librarian	20	RR	3/22/2014	
52008175	Library Aide	Circ Aide	20	CE	2/9/2013	
52008522	Library Aide	Circ Aide	20	DM	12/29/2012	
52008377	Library Aide	Circ Aide	20	KP	2/22/2013	
52008538	Library Aide	Circ Aide	20	OK	1/29/2013	
52008378	Library Aide	Circ Aide	20	SH	4/4/2013	
52008612	Library Aide	Circ Aide	20	BC	6/26/2013	
52008178	Library Aide	Circ Aide	20	DM	4/30/2014	
52008178	Library Aide	Circ Aide	20	DM	7/26/2013	
52008434	Library Aide	Circ Aide	40	PO	7/30/2013	
52008256	Library Aide	Circ Aide	20	LO	11/15/2013	
52008377	Library Aide	Circ Aide	20	KP	1/10/2014	
52008618	Library Aide	Circ Aide	20	CH	9/8/2013	
52008289	Library Aide	Circ Aide	20	OK	11/30/2013	
52008169	Library Aide	Circ Aide	20	CE	2/22/2014	
52008190	Library Aide	Circ Aide	20	RR	4/18/2014	
52008379	Library Aide	Circ Aide	20	KP	5/30/2014	
52008505	Library Aide	Circ Aide	20	KN	5/30/2014	
52008213	Library Aide	Circ Aide	40	PH	6/14/2014	
52008508	Library Aide	Circ Aide	20	KN	5/31/2014	



## Attachment 5

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**From:** Quinn, Melanie E.  
**Sent:** Friday, May 30, 2014 10:20 AM  
**To:** Molchany, Dave  
**Cc:** Clay III, Edwin S.; Strotman, Katie  
**Subject:** Responses from Branch Manager's on Empty Shelving

Hi Dave.

Here are the responses from the branch manager's regarding your question. Each one interpreted the exercise a little differently, so I've snipped comments below. It bears noting, I think, that there are other factors that may be at play here in addition to the branch manager's perspective, such as the selection and acquisition of new materials has slowed considerably in order to deal with the onslaught of questions, comments, policy changes, etc. as a result of the recent focus on discards; the vacancy of the selector's position and reductions to that department that were taken in FY 2010, and finally, the impacts of floating which we are trying to assess while simultaneously dealing with the first two issues.

It seems that most empty shelves are due to shifting of materials to new locations to make room or the materials are checked out.

### Shelving Situation at the Reston Regional Library, May 2014

Right now, the shelving situation at the Reston Regional Library is nearly optimal: we have about the right number of shelves for the number of volumes on hand.

We do not have any empty shelves. On average, the load factor (i.e., ratio of materials to shelf space in linear feet) is very near the two-thirds ideal.

For perspective: the profession considers a public library shelf "full" when it reaches two-thirds capacity. The empty third of a shelf is necessary to provide:

1. The required slack to shelve and retrieve materials within a shelf easily.
2. The required slack to shift materials between adjacent shelves when necessary.
3. Visual relief between sections in a library range, which allows patrons to scan efficiently and browse productively.
4. Opportunities for wayfinding tools (signs, markers, arrows, etc.) and for marketing areas of the collection ("face outs").

### From Oakton:

Thanks, that is what I suspected. We are in the middle of shifting the JP collection.

As part of the changes required for Floating, we were directed to eliminate the HOLIDAY collection, and interfile these materials with the JPs, making the shelves very tight and customers very unhappy. Then we removed the Juv SP

collection we had at OK since opening to a newly expanded World Languages collection, also due to Floating. This photo is taken of the shelving unit which used to house this Spanish collection. Collection Services adjusted direction so that we had the option of recreating a separate HOLIDAY collection, so we were happy to do that, freeing even more JP shelves. We still have some tight spots, and the Page Dept is in the middle of shifting for more even distribution, and easier shelving and browsing.

I hope this helps.  
Jerilyn

From George Mason:

I don't recall GM being mentioned at the Trustees meeting either. Staff have noted that Non-fiction is sparse, but areas of MYS and FIC are jammed. In short, I would say that our problem is that we don't have enough of the books our customers want. That's a budget issue exacerbated by the vacancy in the children's and youth selector position. The empty shelf issue is a result of years of budget cuts

From Kings Park:

We have the opposite problem, Melanie. We don't have any space to put the books, so I and the rest of the info staff spend most of our time re-shuffling the collection out.

**From:** Quinn, Melanie E.  
**Sent:** Wednesday, May 21, 2014 6:24 PM  
**To:** Ignatenko, Elena V.  
**Subject:** RE: Questions Regarding Empty Shelving

Hi Helen.

Your branch was mentioned at the LBOT meeting last week in a testimonial from a citizen.

I believe the response you've provided that you do not have any empty shelves is just what we needed. Thanks Helen.

**From:** Ignatenko, Elena V.  
**Sent:** Wednesday, May 21, 2014 3:34 PM  
**To:** Quinn, Melanie E.; Schlekau, Linda; Polson, Jerilyn; Freund, Sandy; Rodela, Rodolfo  
**Cc:** Rhodes, Elizabeth  
**Subject:** RE: Questions Regarding Empty Shelving

Melanie, we do not have any empty shelves. Is there any background to this? Which Friends? To my knowledge there was only Robin Albert doing the shelf space analysis at KP recently. I have not received any inquiries from public or Friends. Or are you actually asking us why we think some places have empty shelves?

Helen  
KP

From Burke Centre

Burke Centre staff and volunteers work tirelessly to keep the books in their place on the shelves. They shift, shelf read and make space where there is none. Perhaps some of the space is vacant at the moment, but the shelves are not "empty", they are just waiting for their residents to return.

From Richard Byrd

Due to floating, Richard Byrd Library is now a "net receiver." Our collection is growing because many items checked out at other branches are returned to this branch. Most of our shelves are full allowing only a minimal number of face-outs. A minority of shelves enjoy extra space due to low demand or high percentage of items checked out.

If you need anything else please let me know. Thanks very much.





# Mount Vernon *At Home*

## *Officers*

President, Morrie Hoven  
Vice President, Richard Hart  
Treasurer, Alan Gray  
Secretary, Teresa Dyer

## *Executive Director*

Barbara Sullivan

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Paul Krizek	Betsy Stephens
Thomas Lawler	Nancy Urban
Mary Peters	

## Attachment 6

PHONE	703-303-4060
EMAIL	info@mountvernonathome.org
INTERNET	mountvernonathome.org
MAIL	P.O. Box 7493 Alexandria, VA 22307-7493
TAX ID NO.	77-0693566

May 12, 2014

Mr. Sam Clay, III  
Director, Fairfax County Public Library  
12000 Government Center Pkwy, Suite 324  
Fairfax, VA 22035

Dear Mr. Clay:

Mount Vernon At Home is excited to be celebrating our fifth anniversary this year! We are grateful to you for your support of our organization.

Sherwood Regional Library office space continues to meet our needs extremely well and has allowed us to expand the scope of our organization. We currently have 138 member households and serve over 191 residents in the Mount Vernon District of Fairfax County.

Mount Vernon At Home has held multiple activities and educational opportunities for the residents of the Mount Vernon community. It is our pleasure to work with Denise Morgan and her team as we coordinate many of these activities with them. They are great supporters of our organization and we enjoy a strong working relationship with them.

Our current lease agreement, as set forth in the lease provision for the extension outlined in paragraph (2) of the Facility Short Term Use Agreement ("Agreement") dated October 22, 2009, is set to terminate on August 31, 2014. We would like to extend the term of the Agreement for another twelve (12) months if that is acceptable to the Library Board.

I look forward to hearing from you - please feel free to call or email me if you have any questions. I want to thank the Library Board for their generous agreement in our use of office space on the second floor of Sherwood Regional Library.

Sincerely,



Barbara Sullivan  
*Executive Director*

cc: Denise Morgan  
Morrie Hoven  
Gerry Hyland



## Attachment 7

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From:  
Sent: Wednesday, May 28, 2014 12:39 AM  
To: Clay III, Edwin S.  
Subject: Fx Music Collection

Hi, Sam. I heard that you are seeking information on the former FX Music Collection. This is what I recall:

Scope of the collection: it existed for many years at the old FX library; it was not a true "collection" in collection development sense, but rather a hodge podge of music items, from old hymnals to fake books to sheet music of all kinds, and orchestral sets, many of which were incomplete and in bad condition. It may have been built from purchased materials at first, but in later years was added to only from donations.

FX staff expected to move the collection into the new building; we even ordered extra-deep shelves to house the materials, planning to purchase special music storage boxes with Friends money. However, in the six or so months before the move, discussions were held at Admin and Collection Development about the collection. It was decided by the management group, conveyed to me by Jane Goodwin, that the music collection should not be moved to the new building, but dispersed to other organizations where the materials could be better used. As I recall, the quality and condition of the materials, which were not cataloged, were not sufficient to become permanent parts of the FCPL collection. The low circulation, lack of bibliographic control, and lack of any kind of comprehensive coverage were not sufficient to continue to maintain the materials.

We dispersed the materials as follows:

1. A number of hardbound (including @120 copies of Handel's "Messiah") and trade paperback collections of music were cataloged and added to the FX nonfiction collection.
2. A group of hymnals were given to the Howard University School of Divinity library.
3. Orchestral and band music sets were given to the Fairfax City Symphony and Band, respectively.
4. I believe sheet music may have been given to GMU Music Department.

Prior to this action, letters were sent to the dozen or so somewhat regular customers borrowing music. There is probably a copy of this letter in the PIO files. I believe there may have been a press release about the action also.



## Attachment 8

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**From:** Ryan, Nancy R  
**Sent:** Thursday, May 15, 2014 12:29 PM  
**To:** Clay III, Edwin S.  
**Cc:** White-Williams, Patricia  
**Subject:** FW: FW: Little Free Library Idea for Mayor Seeman Memorial  
**Attachments:** LFL plan.pdf; LFL LOCATION PLAN.jpg; Little Library rendering.pdf

Hello Sam,

I wanted to let you know about a cool project that Patrick Henry Library is coordinating with the Town of Vienna, our Friends group, Historic Vienna, Inc., and Green Hedges School. We hope to schedule the dedication ceremony and activities to take place in September.

The project synopsis:

What is a Little Free Library?

It's a "take a book, return a book" gathering place where neighbors share their favorite literature and stories. In its most basic form, a Little Free Library is a box full of books where anyone may stop by and pick up a book (or two) and bring back another book to share. You can, too!

The idea is that someone (Green Hedges) would construct the structure and we would place it in front of the historic Vienna Library. It would provide not only free books (provided by our Friends), but also materials about programs and services at the current Patrick Henry Library – kind of a bridge between the old and the new, in honor of Jane's dedication as library volunteer and supporter.

-Nancy

Nancy Ryan

Branch Manager, Patrick Henry Library

703-938-0405



## Providing Library Space to Community-Based Organizations Who Provide Services to Fairfax County 50+ Population

### *Background*

The Fairfax County Public Libraries (FCPL) has a longstanding record of promoting library and information services to older adults. FCPL is committed to implementing the American Library Association Guidelines for Library and Information Services to Older Adults. Recently, FCPL staff assumed a very active role in the development of the updated Fairfax County Board of Supervisor 50+ plan. Specially, FCPL has agreed to lead a community engagement initiative to ensure that their programs and services meet the growing demands of the 50+ population. This initiative also entails making alternative use of library space to support services for this 50+ population. This resource is cost effective and supports the mission of the FCPL in serving as a vital tool in strengthening neighborhoods and communities.

*Libraries exist in neighborhoods throughout Fairfax County and can offer accessible services and programs to 50+ adults without having to leave their community.*

### *Criteria for selecting community-based organizations that can utilize space:*

- Organization's primary mission must entail serving Older Adults (50 and over)
- Organization must be community-based or non-profit (no for profit organizations/companies will be eligible)
- Organization must meet an identified 50+ community need
- Organization must have an existing relationship with the Fairfax County
- Organization services and programs must be open to any resident in the community or service area

The 50+ community engagement initiative (Library Opportunities for 50+) led by the FCPL supports the following American Library Association Guidelines:

*Make the library a focal point for information services to older adults.*

4.1 Cooperate with local Area Agencies on Aging, senior nutrition programs, senior volunteer programs, and others in the aging service provider network by advertising their service and making their publications and other information more readily accessible. The library can provide an invaluable service by organizing and consolidating information about government and community programs and services available to older adults:

*Target the older population in library programming.*

5.6 Pursue other opportunities for cooperative programming with partners such as community and senior centers; Area Agencies on Aging and other community agencies; and educational institutions offering continuing educational programs for older adults. Cooperative efforts might involve active participation in planning and delivering programs, assistance in advertising programs, or providing book displays and booklists in conjunction with the library's programs.

## Current Aging-in-Place/Village Models in the Fairfax Area

### Region 1

*Mount Vernon at Home Village | Website: [www.mountvernonathome.org](http://www.mountvernonathome.org)*  
Full non-profit village model with fees

### Region 2

*Lake Barcroft Village | Website: [www.lakebarcroftvillage.org](http://www.lakebarcroftvillage.org)*  
Full non-profit village model with fees

### Region 3

*Herndon Village Network (HVN) | Phone: 703-582-9482*

In the planning stage – will deliver volunteer rides as a first program and will align with NV Rides when it is funded.

*McLean Community: A Village for All Ages (MCVA) | Website: [www.mcva.weebly.com](http://www.mcva.weebly.com)*

Information exchange and educational events. Collaborating with The Shepherd Center of McLean for rides and telephone reassurance services.

*Reston for a Lifetime | Website: [www.restonforalifetime.org](http://www.restonforalifetime.org)*

Educational events (Note: The Reston Community Center (RCC) board just voted to begin a volunteer rides program that will align with NV Rides- for the Reston Community)

*Reston Useful Services Exchange | [www.restonuse.org](http://www.restonuse.org)*

Volunteer services provided via a time bank/service exchange model

*Mosby Woods Village | Email: [mosbywoodsvillage@gmail.com](mailto:mosbywoodsvillage@gmail.com)*

Volunteer services provided and educational/social events. This is an “add on” village to the Mosby Woods Community Association serving its residents

*Franklin Park Village | Email: [e.duggan@verizon.net](mailto:e.duggan@verizon.net)*

ListServ service model – neighbors send and respond to service requests via a neighborhood listserv.

### Region 4

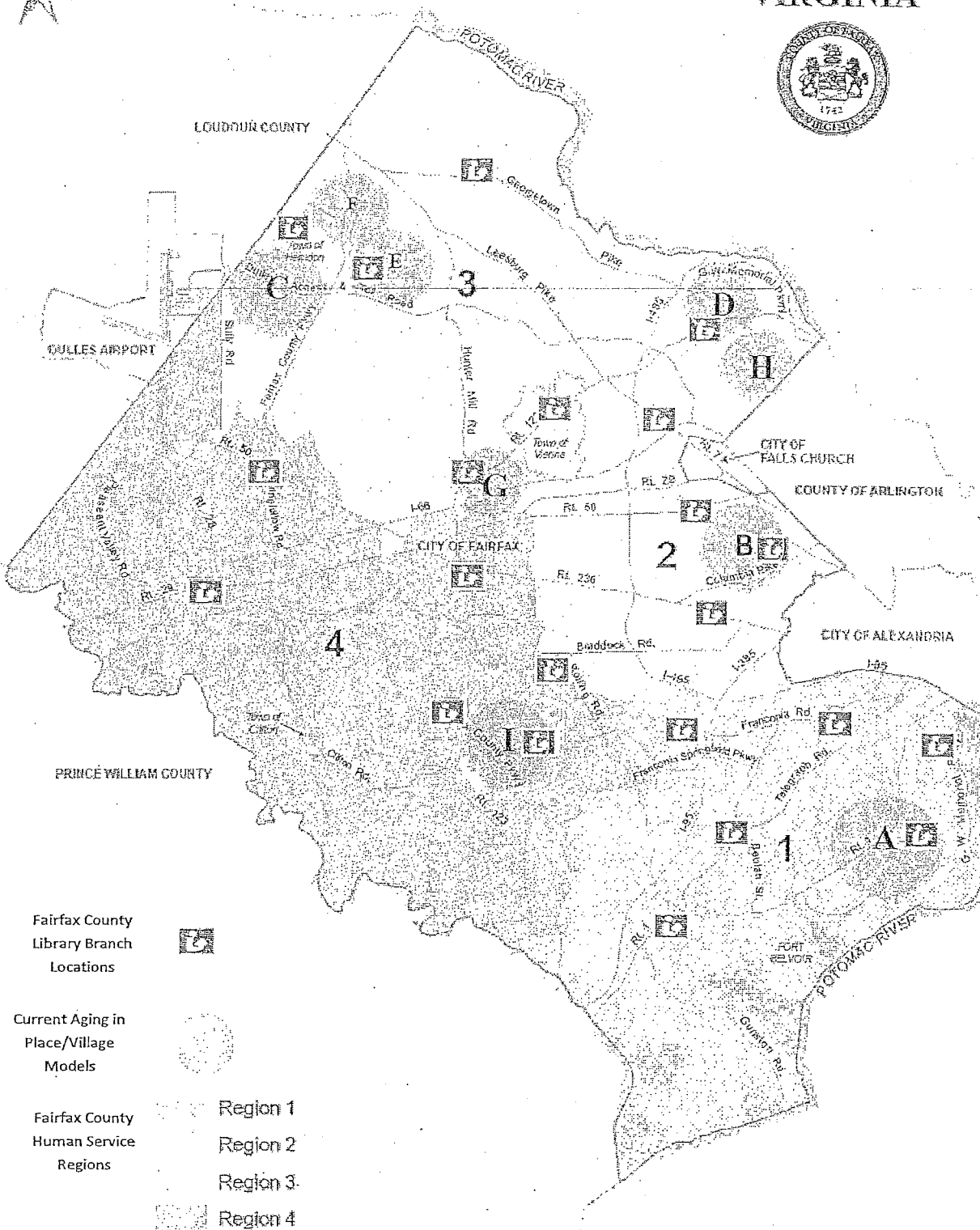
*Braddock District Council Aging in Place Program | Email: [bwallbdc@gmail.com](mailto:bwallbdc@gmail.com)*

In the planning stage; closely tied to Sup. Cook's office – this is an umbrella group. Smaller villages are emerging in the district. One is under-development in Crownleigh Community Association. Two others are in the exploration state – Kings Park Civic Association and Chapel Square West Community Association – both of these are going to conduct surveys.





# FAIRFAX COUNTY VIRGINIA



Map is current as of July, 2007

Note: This map is intended for reference purposes only. Fairfax County does not provide any guaranty of the accuracy or completeness regarding the map information. Courtesy of Fairfax County GIS and Mapping Services



## Attachment 10

A message from FAIRFAX COUNTY PUBLIC SCHOOLS

Dear Fairfax County Resident:

As part of our strategic planning process launched in February 2014, Fairfax County Public Schools (FCPS) is conducting a survey of stakeholders to help develop a shared future vision for the school division. We obtained your email address from the Fairfax County Public Library. As a member of the community, we invite you to take the community survey if you do not have children currently enrolled in FCPS. Please take the community survey here. Parents, students, and employees are also participating in the survey and have been sent a link separately.

The survey will be open through May 19th. All responses will remain anonymous. The results of the survey will help inform the strategic plan, which will be completed this fall.

ECRA Group Inc., an independent research firm, is conducting the survey. They will analyze responses and prepare a Strategic Plan Report for the division to share with the community. ECRA is an established leader in the areas of educational assessment, research, and strategic planning. Based in Rosemont, Illinois, ECRA has over 35 years experience in helping educational organizations across the nation better understand and document their performance, and chart a course for the future.

If you have any questions about the survey, please contact the Department of Communications and Community Outreach at 571-423-1200.

Thank you for your participation.



## Attachment 11

### Fairfax County Public Library Board of Trustees

#### ACTION ITEM

January 7, 2014

Resubmitted on May 14, 2014

ISSUE: To establish a customer Code of Conduct for Fairfax County Public Library

RECOMMENDATION: Library staff recommends adopting a Code of Conduct for customer behavior

BACKGROUND: Fairfax County Public Library would like to establish a Code of Conduct for use in library buildings to help guide and define acceptable behaviors in our spaces. The goal is to ensure all library customers have a respectable and courteous environment as they use Fairfax County Public Library.

This document provides general guidance relating to behaviors and would be posted in public areas for customer awareness. It isn't intended to define the procedures and guidelines for dealing with unacceptable behaviors. Those guidelines are outlined in a "Problem Behavior Manual" and are part of manager training for library staff. The behaviors outlined are those that library staff see often and would find helpful to have a document to point to when the behavior is being addressed with the customer(s). Staff judgment is integral to the responses that could be required as one of the behaviors is addressed.

The idea of adopting a Code of Conduct came directly from branch staff and was developed by a committee of branch managers. The draft language has been approved by the County Attorney's Office and is similar in scope to many neighboring jurisdictions including Arlington, District of Columbia, Loudoun, Montgomery and Prince William Public Libraries.

Attached Document:

(1) Code of Conduct

## Fairfax County Public Library Code of Conduct

Fairfax County Public Library welcomes customers; we expect all visitors to be respectful of our neighbors, staff and facilities and engage in activities associated with the use of the Library. In particular we prohibit:

- Damaging library materials/property or removing them without permission; rearranging the furniture
- Obstructing or monopolizing any library space
- Use of library computers/Internet access in violation of Virginia Code\*
- Inappropriate use of the restrooms
- Eating
- Alcoholic beverages and illegal drugs
- Smoking and use of tobacco products
- Boisterous behavior
- Harassing, threatening or intimidating language or behavior
- Animals (except service animals)
- Soliciting or distributing literature without prior approval

A person who fails to observe these rules may be asked to leave and could have future access to Fairfax County Public Library limited or suspended. The Library works in partnership with the Fairfax County and City of Fairfax Police Departments to keep its customers, staff and facilities safe. Thank you for your cooperation.

\*Virginia Code §18.2-374.1:1 (child pornography), Virginia Code §18.2-372 through §18.2-374 (obscene materials) or §18.2-377 (obscene materials)

January 2014

## Attachment 12

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Subject: FW: 2014 Peep Diorama Contest

Wanted to share the link to the Washington Post's annual Peep Diorama contest semifinalists and winner for 2014.

Picture #28 is an entry from a grandmother and granddaughter in Mclean.  
The diorama is on display at the Dolly Madison Library.

The title is "The Peeples Free Library" and the axe at the top is a symbol of how funding has been cut in recent years.  
I was working OT at DM this past Saturday and a boy about 6-8 years old asked me what the axe was for.  
I explained as best I could in simple terms hoping he would be able to grasp some what I was saying.

The creators of the diorama included a comment book for people to write in.  
I thanked the grandma and granddaughter for choosing public libraries as their theme.

Thought some of you might be interested in seeing the entry.

Nancy

[http://www.washingtonpost.com/lifestyle/magazine/vote-peeps-show-2014-semifinalists/2014/04/16/bc972c48-c02d-11e3-b195-dd0c1174052c\\_gallery.html#item46](http://www.washingtonpost.com/lifestyle/magazine/vote-peeps-show-2014-semifinalists/2014/04/16/bc972c48-c02d-11e3-b195-dd0c1174052c_gallery.html#item46)





## Incident Report May 2014

Branch	Type of Incident	Number of Incidents
CE	Customer in Distress *	1
CH	Customer Injured	1
	Theft of Personal Property *	1
FX	Mental Illness	1
GM	Police Activity *	1
	Building Emergency *	1
PO	Customer Injured	1
	Vandalism	1
RR	Theft of Personal Property	1
SH	Disruptive Behavior	1
LO	Disruptive Behavior *	1
PH	Mental Illness *	1
RB	Police Activity	2
	Parking Lot *	1
TJ	Theft of Library Materials	1
<b>Total Incidents May 2014</b>		<b>16</b>

\* Police, Fire Department, Animal Control, or FMD notified

